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2-14-01  
JH

914 U.S. PTO.  
09/735427

Mark J. Holden, et al.

Examiner: N/A

Group Art Unit: N/A

For: SYSTEM AND METHOD FOR  
DYNAMIC QUEUING IN AN  
AUTOMATIC CALL DISTRIBUTOR

Commissioner For Patents  
BOX PATENT APPLICATION  
Washington, DC 20231

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Pursuant to the provisions of 37 C.F.R. § 1.97, Applicants hereby make of record the references set forth in the attached modified form PTO-1449. No inference should be made that the cited references are in fact material, are in fact prior art, or that no better art exists. The cited patents are listed in numerical order and not in any order based on their pertinence.

It is requested that the Examiner fully consider the cited references and that they be cited on the front of any patent issuing from this application.

Copies of the cited references are attached.

An early action on the merits is respectfully requested.

Respectfully submitted,

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**Dated:**

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DATE OF DEPOSIT: 12/12/00

This paper and fee are being deposited with the U.S. Postal Service Express Mail Post Office to Addressee service under 37 CFR § 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, D.C. 20231

Dolly Milleson

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